



Congress of the United States  
House of Representatives  
Washington, DC 20515

July 7, 2015

The Honorable Jeh Johnson  
Secretary of Homeland Security  
Washington, D.C. 20528

Dear Mr. Johnson,

I was disturbed to read media reports that Dulles International Airport has the highest loss claim payout rate of the nation's 30 busiest airports. This is especially alarming with the rate being close to 50% higher than Baltimore Washington International Airport and surpassing Reagan National Airport by over 150%.

These numbers represent thousands of additional complaints regarding broken, lost, or stolen luggage or items as well as \$3 million in compensation to affected individuals and families. Millions of people travel through Dulles every year, many of whom are frequent flyers and call Virginia's 10<sup>th</sup> Congressional District home.

It is essential that passengers and those who conduct trade via air travel have confidence in our aviation network.

For years Dulles has served as an economic driver for our region and a means to cultivate international business. Reports such as this threaten the very viability of Dulles, which is already facing challenges. In addition to this being a local and personal concern to me, it is also a professional one as a member of the Transportation & Infrastructure Committee and the Aviation Subcommittee.

I would appreciate you providing us with all the available information as to why Dulles has earned this undesirable distinction, is this problem still occurring, has it been stopped and, if so, with what certainty? I would also appreciate answers as to the specific types and number of items that were lost, stolen, or damaged, how many claims are still pending, were there or are there any patterns, was this problem with specific Transportation Security Administration workers and, if so, what is their status now? All travelers deserve to know their personal items, especially those items that can't be replaced, will be treated with care and kept safe.

Sincerely,

Barbara Comstock  
Member of Congress

*Thank you for  
your attention  
to this*